

EMERGENCY RESOURCES 2009



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What is Fuel Assistance?

The Fuel Assistance program is a federal program that assists low income homeowners and renters with their heating bills.

The benefit amount depends on the household gross income and heating cost

Families in non-subsidized housing with heat included may be eligible for rental assistance

Families in subsidized housing with heat included and paying more than 30% of their income in rent may be eligible for rental assistance

The fuel assistance program for new applicants begins November 2nd, 2009 through April 30, 2010

To schedule an appointment for fuel assistance call the Department of Health and Human Services at (617) 796-1420

Other Energy Conservation Programs

Weatherization: Helps reduce heating cost in the home by providing insulation, weather-stripping and replacement of windows

Heating System Repair/Replacement Program: Provides emergency assistance for non-working heating systems or replacement for inefficient furnaces and boilers

Nstar Conservation Action Program (NCAP) – This program is designed to help reduce electric bills. An assessment of all major appliances is performed to determine high usage. Eligible clients will receive energy efficient light bulbs, water conservation materials and in some cases a new refrigerator or freezer if the existing one is using too much energy

Who is eligible for Fuel Assistance?

Most low-income households are eligible:

- You may be a homeowner
- You may be a renter
- Your heat may be included in your rent
- Your heat can be gas, oil, electric or propane

Household Size	Gross annual income 60% estimated state median income
1	\$29,126
2	\$38,087
3	\$47,049
4	\$56,011
5	\$64,973
6	\$73,935
7	\$75,935
8	\$77,295
9	\$78,976
10	\$80,656

Arrearage Utility Forgiveness Program

The Arrearage Utility Forgiveness Program- This program assists customers with past due heating bills.

Eligibility:

- Fuel Assistance eligible
- Be on a discount rate
- Must have an active account under the customer's name

Nstar – The program for Nstar will begin on November 30th, 2009. Customers must be in arrears for at least 60 days with a balance of \$300. For more information call 1-866-315-2496

Nationalgrid – The Arrearage Forgiveness program for Nationalgrid started October 1st, 2009. Customers have to be 60 days in arrears and have a balance of \$300.00 or more. For more information call 1-800-233-5325

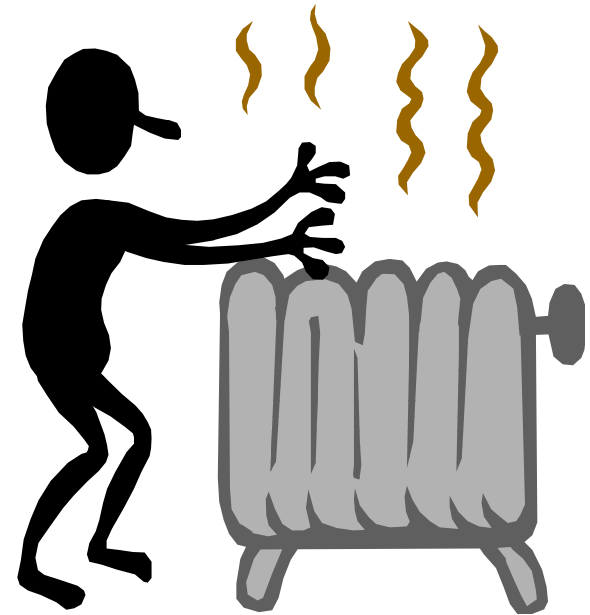
Citizens Energy Heat Assistance Programs

Citizens Energy heat assistance programs assists low-income families and individuals who heat with oil or natural gas

- The Citizens Energy Oil Heat Program (Joe4Oil): Offers eligible households a free **one-time oil delivery of 100 gallons**.
- The Citizens Energy / Dstrigas Heat Assistance Program: Provides a **\$150 utility bill credit** to eligible households who heat with natural gas.

Eligibility

- You are facing a financial hardship.
- You are not eligible for Fuel Assistance, or you have used up all your fuel assistance benefits.
- You heat with oil, or natural gas.
- You are a resident of Massachusetts.
- You have not received financial help from Citizens Energy during this heating season.



How to Apply?

Oil Heat Program:

Citizens Energy has not yet announced when they will begin taking applications for the 2009-2010 oil heat program. The program will probably begin in December.

Distrigas Gas Heat Program:

You should call 1-866-GAS-9918 (1-866-427-9918). Citizens Energy will mail an application to you within 24 hours.

What is the Good Neighbor Energy Fund?

The Good Neighbor Energy Fund helps Massachusetts residents pay for winter heating bills. The Good Energy Fund is a Salvation Army Program funded through donations made through NSTAR and KEYSPAN bills.

The Department of Health and Human Services in Newton is the intake site to complete an application for the Good Neighbor Energy Fund.

Eligibility

- Facing financial hardship
- Not eligible for fuel assistance.
- A resident of Massachusetts.

For an application call (617) 542-5420 or (617) 796-1282

Good Neighbor Energy Fund
2009 Income Limits

Household size	60% SMI	80% SMI
1	\$27,876	\$37,168
2	\$36,453	\$48,605
3	\$45,031	\$60,041
4	\$53,608	\$71,478
5	\$62,185	\$82,194
6	\$70,763	\$94,350
7	\$72,371	\$96,495
8	\$73,979	\$98,639
over 8	call the Salvation Army for income limits	

Emergency Oil Assistance

The Department of Health and Humans Services can provide one-time emergency oil assistance

- Non-elderly - receive 150 gallons
- Elderly- receive a full tank

Please call (617) 976-1282 to request emergency oil



Emergency Financial Assistance

The Department of Health and Human Services can provide financial assistance through City funds to Newton residents who are having financial hardship and are not able to pay for utility bills or rent.

The Perpetual Benevolent Fund – To complete an application please call (617) 796-1282

The Harwood Fund (Only for Auburndale residents) – For a referral please call (617) 796-1282

The Horace Cousens Fund – (617) 796-1324

Emergency Assistance Listing

If a resident has used all their benefits from Fuel Assistance, please refer them to the following programs:

Catholic Charitable Bureau of Boston – (617) 482-5440 – Emergency services available if eligible

Joe4Oil – Citizen's Energy – (617) 338-6300

City of Boston, Veterans Services (617) 635-3026

City Missionary Society – (617) 742-6830

Howard Benevolent Fund – (617) 742-2952

Salvation Army – (617) 542-5420

United Way/Fema – dial 211 Human Services

Food Pantries

American Red Cross of Mass Bay
11 Francis St. Waltham, MA 02453
Hours: Every Thursday 1:00-6:00 pm

Hellenic Gospel Church
187 Church St, Newton, MA 02458
Hours: Every Friday 11:00-1:00 pm

Newton Food Pantry
1608 Beacon St, Waban, MA 02468
Hours: Wednesday – (1st, 2nd, 4th, 5th) 1:30-3:30 pm
Open Saturdays following the 3rd Wednesday - 11:00am-12pm





Thank You